

CURRICULUM VITAE

S.THANGARAJ

After market Field Service Engineer: M & HCV Field Service | Service Troubleshooting | Customer Service Delivery Support| Breakdown Support |warranty case handling |Service operations & team management|

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SUMMARY

- **DIPLOMA IN MECHANICAL ENGINEERING** PROFESSIONAL WITH **11 YEARS 9 MONTHS** EXPERIENCE ON AUTOMOBILE SERVICE DEPARTMENT,

DIAGNOSING AND FIXING MECHANICAL ISSUES.EXCITED TO RAISE CUSTOMER SATISFACTION AT SERVICE CENTRE.

WORK EXPERIENCE

Field Service Assistant Manager Ashok Leyland Ltd Corporate Dealer Outlets and ASC Outlets – 2S-Service & Spares Business	
Oct 2022 - Mar 2023	<ul style="list-style-type: none">• Have been handling TVS outlets and AL ASC from four districts including Vellore, Tiruvannamalai, Vaniambadi, Ranipet• Provided 360 Degrees support to HO Technical Teams, Product Development(R&D) and Central Quality Teams on BSVI product performances before and post launch.• Gathered data on competitors' performances on key factors like KMPL and issues• Organized High end BSVI Training Program to Dealers, Body Building Teams and to Customers / Drivers

	<ul style="list-style-type: none"> • Effective TAT for vehicle delivery and 99.5% break down responses less than 4 Hrs, assured vehicle made on road within 48 Hrs • Extended all sorts of support to Dealers / AL ASC towards revenue growth up to 150 % and profitability. <ul style="list-style-type: none"> • Any time support to the sales and marketing teams within Ashok Leyland and their Dealers. • Ensured compliance with Process Standards • Provided regular Employee evaluations • Extended help to dealers in preparing cost effective MSL of Parts and thus minimize dead stock • Effective management of warranty issues until vehicle made on road • Record and track customer voice/feedback on product performances to provide quick fixes. • CORE COMPETENCIES- Customer support ,warranty management ,Digital tech adoption, sales support • Tools – SAP CRM ,SAP DBM,Mobile apps
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PREVIOUS RESPONSIBILITIES AT M/S.MRF LTD IN CHENNAI AS EXECUTIVE (FILED SERVICE & ENGINEERING)	
SEPT 2014 TO OCT 2022 (8YRS)	JOB DESCRIPTION <ul style="list-style-type: none"> • SKILLED IN IDENTIFYING AREA OF ANALYZE TYRE WEAR AND TAKING STEPS TO RECTIFY THEM THROUGH WHEEL ALIGNMENT • SUPPORT THE DEALER TO OPEN A NEW DEALERSHIP FOR ALL THE PARAMETERS. • COORDINATE WITH TEAM TO IMPROVE SERVICE LEVEL TO CUSTOMER • AUDITING THE DEALERS FOR ENSURING & INCREASING THE QUALITY OF THE SERVICE TO THE CUSTOMERS AS PER MRF STANDARDS • ACHIEVE THE CUSTOMER SATISFACTION TO HIGHEST LEVEL THROUGH FEEDBACK ANALYSIS. • ANALYSING THE DEALER SERVICE REVENUE IN MONTHLY BASIS • ANALYSIS COMPETITION PERFORMANCE COMPARISON TO IMPROVE MRF DEALERS. • TRAINING PROVIDED TO THE DEALERSHIP OWNER AND TECHNICIANS FOR THE STANDARD OPERATING PROCEDURE, BASIC PRODUCT TRAINING ABOUT STEERING PART, SUSPENSION, TYRE NOMENCLATURE, WHEEL ALIGNMENT, WHEEL BALANCING & TYRE CHANGING. • GREETING THE CUSTOMERS AND ANALYSE THE TYRE WEAR

	<p>COMPLAINTS & DONE THE WHEEL BALANCING, WHEEL ALIGNMENT.</p> <ul style="list-style-type: none"> • ACTIVELY INVOLVED AS AN INTERFACE BETWEEN TECHNICIAN AND SERVICE QUALITY IN ESTABLISHING THE BEST SERVICES TO THE VEHICLES OFFERED TO THE CUSTOMER • HANDLING ACTIVITIES PERTAINING TO FLOOR MAINTENANCE, SUPERVISION & SERVICING OF VEHICLES.
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COMPANY NAME	MAHINDRA FIRST CHOICE WHEELS LTD,BANGALORE
DEPARTMENT & DESIGNATION	AUTOINSPEKT / EXECUTIVE CERTIFICATION
11-NOV-2013 TO 30-AUG- 2014 (10 MONTHS)	<p>JOB DESCRIPTION</p> <ul style="list-style-type: none"> • EVALUATION OF ALL KIND OF VEHICLES(CAR/LCV/HCV) • USED CARS CERTIFICATION & INSPECTION OF ALL AGGREGATES. • INSPECTION OF CARS AT FINANCIAL COMPANIES STOCK YARD AT RETAIL CUSTOMER PLACE • GENERATING AUTOINSPEKT (VEHICLE CONDITIONS) REPORT • CONDUCTING TEST TRAILS TO ANALYZE CUSTOMER VEHICLE PERFORMANCE, CONDITIONS & ISSUES.

COMPANY NAME	HLF COMPANY , SERVICE ENGINEER AT (ASHOK LEYLAND LTD) DELHI
DEPARTMENT & DESIGNATION	AFTER MARKETING -SERVICE ENGINEER (DIMS)
23-MAY-2011 TO 31-AUG-2013 (2 YEARS)	<p>JOB DESCRIPTION</p> <ul style="list-style-type: none"> • INTERACT BETWEEN DEPOT SUPERVISOR AND BUS DRIVERS AND GIVING TECHNICAL SUPPORT. • MAINTAIN PERIODIC SCHEDULE SERVICING FOR BS4 CNG BUSES. AND COORDINATE WITH BUS DEPOT TEAM WHILE BREAKDOWN, AND FURTHER TECHNICAL SUPPORT TO THEM • AUDIT WHEEL ALIGNMENT DURING 10K SERVICE AT FIELD. • ANALYZING THE MECHANICAL FAILURES & CNG LEAKAGE CHECKUP AND RECTIFICATION IN THE VEHICLE WITH REPORTED TO MANAGER. • CONDUCTING CAMPAIGN EVERY MONTH FOR REPEATED BREAKDOWN COMPLAINTS HAS RECHECKED WITH RECTIFIED ALONG WITH AL SERVICE TEAM • TO SUPERVISION FOR SERVICE VEHICLES • AUDITING VEHICLE SERVICES FOR DI, WEEKLY CHECKUP AND EVERY 10K

3MONTHS)	KM SERVICE CHECKUP • RESPONSIBLE TO BREAK DOWN TO DECREASE AND IMPROVE THE EFFICIENCY OF WORK
	CAREER OBJECTIVE • HANDS-ON EXPERIENCE IN FLOOR MAINTENANCE OF HEAVY MOTOR VEHICLES IN CNG SEMI LOW FLOOR BUSES & TRUCKS. • RESPONSIBILITY OF VEHICLE BATTERY AND TIRE MAINTENANCE • PROFICIENT IN IMPLEMENTING MAINTENANCE SCHEDULES AND CARRYING OUT PERIODIC CHECKS OF VEHICLES. • EFFECTIVE COMMUNICATOR, KEEN PLANNER WITH STRONG ANALYTICAL & PROBLEM SOLVING SKILLS AND DEMONSTRATED ABILITIES IN MANAGING OPERATIONS / RESOURCES.

ACADEMIC QUALIFICATION

EXAMINATION PASSED	YEAR OF PASSING	NAME OF THE INSTITUTE	PERCENTAGE
DME	APR-11	RAMAKRISHNA MISSION POLYTECHNIC COLLEGE, CHENNAI	90%
SSLC	APR-08	MAHATMA GANDHI HIGH SCHOOL,TRUVELLUR	91%

PERSONAL DOSSIER

NAME : THANGARAJ.S

FATHER NAME: : LATE Mr.SHANMUGAM G

MOTHER NAME : Ms.PREMA.S

PERMANENT ADDRESS : 7/575/6, KONAKKADU, PALAPPALAYAM ,ODATHURAI ,BHAVANI TALUK,ERODE -638455

MOTHER TONGUE : TAMIL

LANGUAGES KNOWN : TAMIL, ENGLISH AND HINDI

DATE OF BIRTH : 13TH DECEMBER 1990

KEY SKILLS

- *HAVING GOOD EXPERIENCE IN WORKING UNDER PRESSURE.*
- *CAN WORK EFFECTIVELY AND TEAM AS WELL AS INDIVIDUAL.*
- *GOOD COMMUNICATION SKILL WITH POSITIVE ATTITUDE.*
- *HAVE GOOD INTER PERSONAL SKILLS.*

COMPUTER PROFICIENCY

- *OPERATING SYSTEM: WORKING KNOWLEDGE IN MS OFFICE (WORD,EXCEL,PPT)*